

Agenda Item #: 5.1.2
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TEXAS BOARD OF NURSING

Quarterly Statistical Report

Fourth Quarter

Fiscal Year 2012

Fiscal Year 2012
Fourth Quarter Status

GOAL 1: To manage cost effective, quality programs of accreditation, examination, licensure and regulation that ensure legal standards for professional nursing education and practice and which effectively serve the market demand for qualified professional nurses.

Objective 1-1: To ensure timely and cost-effective application processing and licensure/credentialing systems for 100% of all qualified applicants for each fiscal year.

Strategy 1-1-1: Licensing/Credentialing/Processing.

	FY11	FY12	FY12: 1 st Q	2 nd Q	3 rd Q	4 th Q
Outcome Measures						
% in Compliance with Pre-Renewal CE Audit - RN	92.78%	89.58%	89.22%	91.10%	90.05%	87.79%
% in Compliance with Pre-Renewal CE Audit - LVN	81.85%	78.19%	82.73%	72.90%	82.23%	75.55%
% of RN Licensees with no recent violations	98.79%	98.54%	97.98%	98.74%	98.71%	98.72%
% of LVN Licensees with no recent violations	98.02%	98.11%	98.75%	97.96%	97.88%	97.84%
% of RN Licensees Who Renew Online	92.39%	91.82%	91.06%	91.94%	92.91%	91.36%
% of LVN Licensees Who Renew Online	89.91%	86.72%	85.64%	86.84%	87.56%	86.84%
% of New RN Individual Licenses Issued Online	76.52%	79.70%	81.93%	79.60%	74.17%	83.10%
% of New LVN Individual Licenses Issued Online	62.89%	60.54%	65.58%	64.89%	52.62%	59.10%
Output Measures						
# of Current RN Licensees	239,377	250,385	240,443	243,568	244,537	250,385
# of Current LVN Licensee	93,413	96,275	94,330	94,981	95,512	96,275
# of Individuals Taking the RN Examination	12,770	13,683	1,887	3,830	1,549	6,417
# of Individuals Taking the PN Examination	6,981	7,276	2,406	1,762	1,295	1,813
# of RN Licenses Renewed	110,999	114,370	28,814	28,384	27,597	29,575
# of LVN Licenses Renewed	43,355	43,633	11,285	11,151	10,160	11,037
# of RN Licenses Issued by Endorsement	6,251	6,545	1,763	1,523	1,481	1,778
# of LVN Licenses Issued by Endorsement	1,116	1,195	321	249	299	326
# of RN Licenses Issued by Examination	10,262	11,460	1,406	3,245	1,163	5,646
# of LVN Licenses Issued by Examination	5,629	5,803	2,040	1,333	999	1,431
# of RN Temporary Licenses Issued	6,706	7,197	1,873	1,544	1,783	1,979
# of LVN Temporary Permits Issued	1,459	1,269	329	281	354	305
# of RN Licenses Verified	717	688	161	152	197	178
# of LVN Licenses Verified	35	42	8	11	5	18
# of Current APNs	15,279	15,841	15,581	15,847	15,974	15,841
# of Authorizations Issued to New Graduate APNs	0	0	0	0	0	0
# of Authorizations Issued to Fully Qualified APNs	1,565	1,671	419	370	281	601
# of APN Authorizations Renewed	6,688	7,374	1,840	1,816	1,786	1,932
# of APNs Granted Prescriptive Authorization	1,292	1,396	385	239	243	529

	FY11	FY12	FY12: 1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Eligibility Orders:</u>						
#of Petitions/Applications Processed	5,010	4,898	1,153	1,053	1,326	1,366
# Approved Without Stipulations	4,351	4,121	978	842	1,143	1,158
# Individuals Proposed Ineligible by Staff	0	0	0	0	0	0
# Approved with Stipulations	467	553	128	149	129	147
# Individuals Denied By Board/E & D	56	49	16	15	12	6
# Petitions/Applications Pending	854	872	904	928	998	872
# Petitions/Applications Pending with ALJ	2	4	4	0	0	0
# Petitions/Applications Denied by ALJ	10	2	2	0	0	0
# Licenses placed on "Retired Status" - RN	259	396	84	95	97	120
# Licenses placed on "Retired Status" - LVN	64	109	21	24	33	31
<u>Efficiency Measures</u>						
Average Cost for Issuing LVN/RN License	\$2.01	\$1.69	\$1.79	\$1.50	\$1.90	\$1.58
Average Time for Issuing RN Initial License (Days)	109.21	99.06	97.37	106.30	87.34	105.23
Average Time for Issuing LVN Initial License (Days)	119.54	121.08	116.25	130.0	114.13	123.93
Average Time for RN/LVN License Renewals (Days)	2.58	2.78	2.71	2.63	2.25	3.54
<u>Explanatory Measures</u>						
# RN Licenses Placed Inactive	979	1,208	330	284	272	322
# LVN Licenses Placed Inactive	632	637	171	153	138	175
# APNs Placed Inactive	226	186	54	49	34	49
NCLEX - RN Pass Rate - Total	83.35%	86.20%	75.59%	89.17%	76.34%	89.25%
NCLEX - PN Pass Rate - Total	82.21%	78.35%	80.68%	78.60%	71.93%	70.62%
NCLEX - RN Pass Rate - 1 st Time	87.07%	90.52%	83.38%	92.48%	84.12%	91.69%
NCLEX - PN Pass Rate - 1 st Time	88.56%	84.61%	85.51%	84.42%	80.93%	85.86%

Fiscal Year 2012
Comment page on Strategy 1.1.1
(Explain trends and issues; identify responses, actions and outcomes)

Output Measures

The number of licenses renewed by Vocational Nurses was flat from fiscal year 2011 to fiscal year 2012. This the first time such an event has occurred. Will watch this trend closely.

Fiscal Year 2012
Fourth Quarter Status

GOAL 1: To manage cost effective, quality programs of accreditation, examination, licensure and regulation that ensure legal standards for professional nursing education and practice and which effectively serve the market demand for qualified professional nurses.

Objective 1-2: To ensure that 100% of professional nursing programs are in compliance with the Board of Nursing rules.

Strategy 1-2-1: Accrediting of Nursing Programs.

	FY11	FY12	FY12:1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
% in RN Nursing Programs in Compliance	94.39%	93.76%	95.37%	92.52%	93.52%	93.64%
% of LVN Nursing Programs in Compliance	93.88%	93.14%	93.88%	94.85%	91.92%	91.92%
<u>Output Measures</u>						
# of RN Nursing Programs Approved	107	110	108	107	108	110
# of LVN Nursing Programs Approved	98	99	98	97	99	99
# of RN Nursing Programs Sanctioned	6	7	5	8	7	7
# of LVN Nursing Programs with Sanctions	6	8	6	5	8	8
<u>Efficiency Measures</u>						
Average Cost of Program Survey	\$396.88	\$407.03	\$270.46	\$418.68	\$495.86	\$443.13
<u>Explanatory Measures</u>						
# of Programs Surveyed	24	27	5	4	10	8
Average Length of Survey Visit (in Days)	.8	.9	.9	.75	.85	1

Fiscal Year 2012
Comment page for Strategy 1.2.1
(Explain trends and issues; identify responses, actions and outcomes)

Output Measure

VN Programs with Sanctions

American Medical Institute -full with warning
Clarendon College - full with warning
Fortis Institute - initial with warning
Kaplan Corpus Christi - conditional
Midland College - conditional
Platt College - full with warning
Universal Health Services - full with warning
Valley Grande - full with warning

RN Programs with Sanctions

Angelo State University - full with warning
Del Mar College - conditional
Howard College - full with warning
Lamar State College in Port Arthur - full with warning
San Jacinto College - South - full with warning
Texas State Technical West Texas - conditional
University of Houston Victoria - conditional

Explanatory Measure

Schools of Nursing Surveyed:

June 7-8: Visit to TSTC Harlingen and UT at Brownsville (JH & VA) - 2 days
June 12: Visit to Grayson College (RC & GV) - 1 day
July 2: Visit to Fortis Institute in Grand Prairie (RC) - 1 day
July 12: Visit to Quest College in San Antonio (VA) - 1 day
July 24: Visit to Kilgore College (GV) - 1 day
July 31: Visit to Trinity Valley at Kaufman (GV) - 1 day
August 2: visit to Trinity Valley at Palestine (GV) - 1 day

Fiscal Year 2012
Fourth Quarter Status

GOAL 2: To ensure swift, fair and effective enforcement of the NPA so that consumers are protected from unsafe, incompetent and unethical nursing practice by registered professional nurses.

Objective 2-1: To guarantee that 100% of written complaints received annually regarding practice or non-compliance with the Board of Nursing rules are investigated and resolved in accordance with the NPA and APA or are appropriately referred to other regulatory agencies.

Strategy 2-1-1: Administer an effective system of enforcement and adjudication.

RN Enforcement Statistics	FY11	FY12	FY12: 1st Q	2nd Q	3rd Q	4th Q
<u>Outcome Measures</u>						
Ratio to Complaints filed per 100 Licensee Population	1.01	.99	1.13	0.79	1.00	1.04
% of Complaints Resolved Resulting in Discipline	18.99%	22.67	20.05%	26.41%	22.19%	22.04
Recidivism Rate for Those Receiving Discipline	11.07%	10.85%	10.69%	8.70%	9.57%	14.43%
Recidivism Rate for RNs Enrolled in TPAPN	3.1%	10%	0%	0%	0%	8%
% of Complaints Resolved in 6 months	65.06%	61.53%	64.26%	61.31%	58.16%	62.39%
<u>Output Measures</u>						
# Jurisdictional Complaints Received	9,373	9,709	2,721	1,933	2,445	2,610
# Non-Jurisdictional Complaints Received	100	98	18	15	23	42
# Investigations Conducted (Cases Open-Cumulative)	14,997	15,703	8,225	10,376	12,708	15,703
# of Complaints Resolved	9,054	10,436	2,594	2,389	2,672	2,781
# of Informal Conferences	192	117	49	25	23	20
# of ALJ Hearings	68	123	28	31	29	35
# of Licenses Sanctioned	1,384	1,802	384	494	439	485
Limited Licenses	13	25	3	11	5	6
Remedial Education	91	148	33	34	39	42
Reprimand	3	1	0	1	0	0
Reprimand with Stipulations	69	92	18	22	31	21
Reprimand with Remedial Education	0	0	0	0	0	0
Revocation	178	244	50	78	57	59
Stipulation Only	0	3	1	0	1	1
Suspension	32	48	12	11	13	12
Suspend/Probate	54	97	15	27	30	25

	FY11	FY12	FY12: 1 st Q	2 nd Q	3 rd Q	4 th Q
Voluntary Surrender	155	189	42	46	48	53
Warning	3	0	1	0	0	0
Warning with Remedial Education	0	0	0	0	0	0
Warning with Stipulation	232	305	69	86	72	78
Warning with Fine	1	0	0	0	0	0
License Reinstated - clear	0	0	0	0	0	0
License Reinstated with Stipulation	28	27	3	13	5	6
Fine	0	0	0	0	0	0
Reinstatement Denied	15	23	10	5	5	3
Limited License with Fine	0	0	0	0	0	0
Probation	0	0	0	0	0	0
Reprimand with Fine	0	0	0	0	0	0
Suspension with Fine	0	0	0	0	0	0
Fine with Remedial Education-CE/Delinquent	178	130	26	36	24	44
Cease and Desist Order	4	0	0	0	0	0
Peer Assistance Order	0	0	0	0	0	0
Applicant/Petitioner with Stipulations	263	328	70	90	79	89
TPAPN Order	69	98	24	21	18	35
# of RNs Participating in TPAPN	467	527	510	523	537	527
Average Days for Complaint Resolution	129.36	161.17	170.53	153.48	176.23	144.42
Average Days for Final Disposition	204.39	244.52	233.74	261.97	257.64	224.72
Age of Cases:						
More than 12 Months	40%	36%	38%	38%	33%	35%
Between 6 and 12 Months	28%	28%	24%	30%	33%	25%
Less than 6 Months	32%	36%	38%	32%	34%	40%
LVN Enforcement Statistics	FY11	FY12	FY12 1st Q	2nd Q	3rd Q	4th Q
Ratio of Complaints filed per 100 NURSE population	1.74	1.82	2.12	1.47	1.64	2.03
% of Complaints Resolved Resulting in Discipline	25.60%	27.64%	26.09%	33.69%	27.44%	23.34%
Recidivism Rate for LVNs Discipline	9.01%	9.83%	9.87%	7.71%	12.13%	9.6%
Recidivism Rate for LVNs Enrolled in TPAPN	0%	5%	0%	0%	0%	8%
% of Complaints Resolved in 6 Months	57.56%	55.46%	55.32	54.73	51.35	60.45%
Jurisdictional Complaints Received	6,450	6,922	2,004	1,392	1,572	1,954

Cumulative Investigations Conducted	10,691	11,227	6,603	8,081	9,353	11,227
Complaints Resolved	6,264	7,682	1,947	1,796	1,895	2,044
Informal Conferences	93	63	19	17	10	17
Total LVN Licenses Sanctioned	1,254	1,605	405	454	371	375
# of LVNs Participating in TPAPN	124	133	135	127	139	133
Breakdown of Discipline:						
Reprimand	1	0	0	0	0	0
Fine	0	0	0	0	0	0
Fine and Remedial Education	125	178	52	51	23	52
Voluntary Surrender	131	185	50	47	48	40
Probation	0	0	0	0	0	0
Suspension	37	30	6	9	7	8
Revocation	245	290	76	96	63	55
Warning W/Stipulation	225	260	58	70	71	61
Average Days for Complaint Resolution	133.81	188.50	218.27	169	220.43	146.28
Average Days for Final Disposition	251.44	287.37	295.54	314.06	301.69	238.19
Age of Cases: More than 12 Month	42%	37%	39%	38%	34%	37%
6 to 12 Months	28%	28%	23%	30%	34%	26%
Less than 6 Months	30%	35%	38%	32%	32%	36%
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LVN and RN Enforcement Statistics	FY11	FY12	FY12: 1st Q	2nd Q	3rd Q	4th Q
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<u>Efficiency Measures</u>						
Average Cost per Investigation	\$444.17	\$483.33	\$209.06	\$608.98	\$682.68	\$432.61
Average Cost of Informal Conference	\$183.57	\$215.59	\$187.83	\$217.56	\$156.26	\$237.33
Average Cost of Complaint Resolution	\$200.99	\$180.73	\$149.77	\$162.42	\$186.63	\$224.11
Average Time for Final Disposition (open to ratification)	204.39	See Notes	233.74	261.97	257.64	See Notes
Average Time from Completion of Investigation to Hearing with ALJ (in Days)	406.77	366.63	352.18	234.17	500.67	379.50
Average Time from Hearing Date to PFD (in Days)	34.85	45.72	36.91	60.50	54.33	31.14
Average Time from PFD to Ratification (in Days)	109.60	108.19	113.86	95.92	112.11	110.86
Average Time for Disciplinary Action (ALJ Only)	826.28	744.70	661.09	548.33	1031.56	737.82
<u>Explanatory Measures</u>						
		See			See	See
Average Case Load	420	Notes	330	419	Notes	Notes
Average Attorney - Investigator Ratio	5:28	6:28	5:28	5:28	6:28	6:28

Fiscal Year 2012
Comment page for Strategy 2.1.1
(Explain trends and issues; identify responses, actions and outcomes)

Efficiency Measure

The average time for Final Disposition (open to ratification) has been separated by RN and LVN and is now reported in the appropriate section.

There was a substantial increase in the average time for disciplinary action (ALJ Only). This was due to the Enforcement initiative to work on and clear agency cases that were over two years old.

Explanatory Measure

Average Case Load by group:

Administrative Staff Review - 535.50
Eligibility Staff - 692.71
Legal Investigator - 106
Monitoring Staff - 224.50
Nurse-Criminal Justice Staff - 166.17
Operations Staff - 406.50

Fiscal Year 2012
Fourth Quarter Status

GOAL 3: To manage agency resources that enable the BON to respond efficiently and effectively to internal and external customers.

Objective 3-1: To streamline internal operations for enhanced functioning of the Board, the agency and staff.

Strategy 3-1-1: Streamline internal operations.

	FY11	FY12	FY12:1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
Staff Turnover	9.3%	10.2%	1%	1.9%	1.9%	5.6%
<u>Output Measures</u>						
# of Board Training Sessions	4	3	1	1	0	1
# of Telephone Calls Received	246,402	285,715	66,557	64,038	68,111	87,009
# of New Hires	1	22	7	1	12	2
# of Resignations	8	11	1	2	2	6
# of Terminations	1	0	0	0	0	0
Workforce Composition:						
African-American	11.4%	13.1%	10.6%	10.9%	13.6%	13.1%
Anglo	59.1%	57.6%	59.6%	58.7%	56.3%	57.6%
Hispanic	28.4%	28.3%	28.7%	29.3%	29.1%	28.3%
Other	1.1%	1.0%	1.1%	1.1%	1.0%	1.0%
# of Workshops Conducted	3	10	2	2	1	5
# of Nurses Attending Workshops	1,466	2,415	472	111	183	1,694
# Attending Workshop for First Time	n/a	n/a	n/a	n/a	n/a	n/a
# of Attendees at Open Forums	7	4	1	1	2	0
<u>Efficiency Measures</u>						
Average # of Days for New Hire Orientation	2	1.75	1.5	1.5	2.5	2
Average Cost of Conducting Workshop per Registrant	\$149.43	\$180.77	\$137.83	\$368.72	\$190.57	\$25.94

Fiscal Year 2012
Comment page for Strategy 3.1.1
(Explain trends and issues; identify responses, actions and outcomes)

Output Measure

We had four resignations and two retirements:

Resignations: IT Administrative Assistant, Customer Service Representative, Legal Assistant and RN Investigator

Retirement: Director of Nursing and Information Resource Manager

Fiscal Year 2012
Fourth Quarter Status

GOAL 4: To establish and carry out policies governing purchasing and contracting in accordance with State law that foster meaningful and substantive inclusion of historically underutilized businesses (HUBs).

Objective 4-1: To include historically underutilized businesses in at least 20 percent of the total value of contracts and subcontracts awarded annually by the agency in purchasing and public works contracting by fiscal year 2004.

Strategy 4-1-1: Develop and implement a policy for increasing the use of historically underutilized businesses through purchasing and public work contracts.

	FY11	FY12	FY12:1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures:</u>						
% of Total Dollar Value of Purchasing and Contracts Awarded to HUBs	5.25%	13.5%	28%	6%	8%	12%
<u>Output Measures:</u>						
# of Contracts Awarded to HUBs	0	0	0	0	0	0
# of HUBs from which Agency Made Purchases	20	23	4	6	8	5
Dollar Value of Purchases and Contracts to HUBs	\$98,675	\$190,764	\$12,984	\$118,484	\$24,006	\$35,290

Fiscal Year 2012
Comment page for Strategy 4.1.1
(Explain trends and issues; identify responses, actions and outcomes)

None

2012/2013 General Appropriations Act
(Current)

Performance Measure Targets. The following is a listing of the key performance target levels for the Texas Board of Nursing. It is the intent of the Legislature that appropriations made by this Act be utilized in the most efficient and effective manner possible to achieve the intended mission of the Texas Board of Nursing. In order to achieve the objectives and service standards established by this Act, the Texas Board of Nursing shall make every effort to attain the following designated key performance target levels associated with each item of appropriation.

	<u>2012</u>	<u>Actual</u>
A. Goal: LICENSING		
Outcome (Results/Impact):		
Percentage of Licensees with No Recent Violations (RN)	98%	98.54%
Percent of Licensees Who Renew Online (RN)	91%	91.82%
Percent of New Individual Licenses Issued Online (RN)	70%	79.70%
Percentage of Licensees with No Recent Violations (LVN)	97%	98.11%
Percent of Licensees Who Renew Online (LVN)	87%	86.72%
Percent of New Individual Licenses Issued Online (LVN)	55%	60.54%
A.1.1. Strategy: LICENSING		
Output (Volume):		
Number of New Licenses Issued to Individuals (RN)	16,400	18,005
Number of Individual Licenses Renewed (RN)	105,000	114,370
Number of New Licenses Issued to Individuals (LVN)	6,200	6,998
Number of Individual Licenses Renewed (LVN)	41,500	43,633
B. Goal: PROTECT PUBLIC		
Outcome (Results/Impact):		
Percent of Complaints Resulting in Disciplinary Action (RN)	18%	22.67%
Percent of Complaints Resulting in Disciplinary Action (LVN)	21%	27.64%
B.1.1. Strategy: ADJUDICATE VIOLATIONS		
Output (Volume):		
Number of Complaints Resolved (RN)	4,000	10,436
Number of Complaints Resolved (LVN)	3,500	7,682
Efficiencies:		
Average Time for Complaint Resolution (Days) (RN)	170	245
Explanatory:		
Number of Jurisdictional Complaints Received (RN)	7,000	9,709
Number of Jurisdictional Complaints Received (LVN)	6,000	6,922
B.1.2. Strategy: PEER ASSISTANCE		
Output (Volume):		
Number of Licensed Individuals Participating in a Peer Assistance Program (RN)	525	527
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	175	133

General Appropriations Act
(Five Year Trend Report)

Performance Measure Targets and Trends. The following is a listing of the key performance target levels for the Texas Board of Nursing. It is the intent of the Legislature that appropriations made by this Act be utilized in the most efficient and effective manner possible to achieve the intended mission of the Texas Board of Nursing. In order to achieve the objectives and service standards established by this Act, the Texas Board of Nursing shall make every effort to attain the following designated key performance target levels associated with each item of appropriation.

	<u>2008</u>	<u>2009</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>
A. Goal: LICENSING					
Outcome (Results/Impact):					
Percentage of Licensees with No Recent Violations (RN)	98.66%	98.72%	98.83%	98.82%	98.54%
Percent of Licensees Who Renew Online (RN)	90.90%	92.20%	92.60%	92.39%	91.82%
Percent of New Individual Licenses Issued Online (RN)	68.23%	70.94%	70.02%	76.52%	79.70%
Percentage of Licensees with No Recent Violations (LVN)	97.99%	97.97%	98.12%	98.11%	98.11%
Percent of Licensees Who Renew Online (LVN)	83.91%	87.45%	88.59%	89.91%	86.72%
Percent of New Individual Licenses Issued Online (LVN)	41.45%	52.93%	57.56%	62.89%	60.54%

A.1.1. Strategy: LICENSING

Output (Volume):					
Number of New Licenses Issued to Individuals (RN)	13,382	14,294	16,407	16,513	18,005
Number of Individual Licenses Renewed (RN)	97,702	102,666	105,711	110,999	114,370
Number of New Licenses Issued to Individuals (LVN)	5,776	6,059	6,263	6,745	6,998
Number of Individual Licenses Renewed (LVN)	39,424	41,287	41,644	43,355	43,633

B. Goal: PROTECT PUBLIC

Outcome (Results/Impact):					
Percent of Complaints Resulting in Disciplinary Action (RN)	20.15%	19.12%	18.07%	18.99%	22.67%
Percent of Complaints Resulting in Disciplinary Action (LVN)	21.74%	22.07%	23.51%	25.60%	27.64%

B.1.1. Strategy: ADJUDICATE VIOLATIONS

Output (Volume):					
Number of Complaints Resolved (RN)	4,851	7,091	8,273	9,054	10,436
Number of Complaints Resolved (LVN)	4,311	5,763	6,156	6,264	7,682
Efficiencies:					
Average Time for Complaint Resolution (Days) (RN)	173	188	172	204	245
Explanatory:					
Number of Jurisdictional Complaints Received (RN)	5,634	7,307	9,469	9,373	9,709
Number of Jurisdictional Complaints Received (LVN)	4,851	6,058	7,421	6,450	6,922

B.1.2. Strategy: PEER ASSISTANCE

Output (Volume):					
Number of Licensed Individuals Participating in a Peer Assistance Program (RN)	593	592	473	467	527
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	198	187	119	124	133

Comment:

Pages 14 and 15 provide a view of current performance measures and trending performance measures over a five year period.